



JOB DESCRIPTION

Title: **CSR/BILLING EDITOR**
Department: Administration Services/Customer Services
Class Code: 6225
FLSA Status: Non-Exempt
Effective Date: May 15, 2008
Grade Number: 11

GENERAL PURPOSE

Under general supervision from the Customer Service Supervisor, provides initial customer contact for Murray City through personal, verbal, and written communication; performs a variety of complex utility billing oriented work including accounting, editing and computer work on the HTE Customer Information and Land Management System.

EXAMPLE OF DUTIES (Any one position may not include all of the duties listed, nor do the listed examples include all duties which may be found in positions of this class.)

- *-- Assist the public in signing up for new utility services using various applications, such as Utility Service Agreements, Electronic Funds Transfer, Equal Payment and Landlord Agreements; collects and enters information into HTE Customer Information System including assignment of customer account number.
- *-- Provides information over the counter, telephone and e-mail to the public regarding utility billing inquiries, complaints, sign-ups, shut offs, and advises customers on new construction procedures as related to other departments.
- *-- Oversees collections of delinquent residential and commercial utility accounts; generates letters, notices and reports necessary to the collection of delinquent accounts and reports to the Director of Finance and Administration on their progress.
- *-- Accept payments and produce receipts for customers making utility payments and deposits; reconcile batch and prepare receipts/monies for the Treasurer Office.
- *-- Coordinates with Water and Power service crews in connecting new services or terminating existing services.
- *-- Enters final and initial meter reads into the Customer Information System; review the weekly final billing edit for accuracy.

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- *-- Handles return mail; utility statements, delinquent notices and general correspondence; research correct addresses and information.
- *-- Review daily residential meter reading reports; evaluates data for misreads and irregularities, initiates work orders and makes corrections; operates billing software system to calculate charges and render billing; prepare and mail weekly utility bills; and calculates and processes final billings for closed accounts.
- *-- Collaborates with M.I.S. personnel in the correction of programming problems that arise in the HTE billing and collection process.
- *-- Answers correspondence directed to the department; enters cash adjustments to customer accounts; balances master file.
- *-- Work directly with other City Departments to resolve meter, billing and inspection issues; maintains the garbage and recycle can inventory.
- *-- Researches necessary data through Salt Lake County Assessors Office to verify proof of ownership.
- *-- Maintains filing system of applications, work orders, customer correspondence and other office documents; bind billing books; collates and separates bills; prepares bills for mailing; operates inserter equipment.
- May participate in training of new CSR/Billing editor personnel.
- Performs related work as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High school graduation plus 2 years customer service experience, to include six (6) months experience in a bookkeeping, accounting, cashiering or related field, or any equivalent combination of education and experience.
- Proficient use of word processing and data entry.
- Typing speed of 40 wpm and 10 key by touch preferred.

Special Requirements

- Must be responsible and detail oriented.
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Necessary Knowledge, Skills and Abilities

- Knowledge of Murray City codes/ordinances regarding utility billing.
- Knowledge of Murray City policies and procedures for utility billing.
- Working knowledge of Murray City's HTE Customer Information and Land Management Systems; working knowledge of Itron automated meter reading equipment.
- Knowledge of basic customer service principles and techniques; ability to calmly resolve conflicts with our customers and the public in general.
- Knowledge of Murray City's collection process, enforcement techniques, and available legal actions.
- Ability to enforce utility policies with firmness and fairness.
- Skill in establishing and maintaining effective working relationships with Co-workers, Supervisor, Department Heads, City Officials, and the public.
- Ability to do mathematical calculations quickly and accurately; ability to establish and maintain effective working relationships with employees, other departments and the public.
- Skill in entering and retrieving data into/from computerized database.

TOOLS & EQUIPMENT USED

- Personal computer, central billing system terminal, 10 key calculator, phone, fax and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.